Cisco IP 8941/8945 Phone for ADP Network Phone Enterprise

Quick Reference Guide

Dialing Plan

Fill in these important numbers for your dialing plan.

Number					Description
					My Direct Dial or Extension
					Operator/Attendant
					Off-Site Voice Mail Number
Overhead	Sales	Service	Parts	Office	Department Name
					Department Group Extension
4#=4000	Zone=	Zone=	Zone=	Zone=	Zone Overhead Paging (if Multi-zone)
	5#=	6#=	7#=	8#=	Over-phone Zone Paging

Making Calls

When making calls outside your dealership, enter a 9 and then the 10-digit number. You do not need to enter a 1 for long distance calls.

During a call, you can alternate between handset, headset, and hands-free mode by pressing the Speakerphone or Headset buttons, or picking-up the handset.

You can set up Speed Dials from the User Options web interface.

Dialing a Number

Do one of the following:

- Lift the handset and enter the number.
- Press an unlit line button on the right side of the phone.
- Press the **New Call** softkey.
- Press the (unlit) **Headset** or **Speakerphone** button.

Redialing Numbers

Press the **Redial** button. Your phone calls the number you last dialed.

Calling Speed Dial Entries

Do one of the following:

- Enter a speed-dial code, and then press the **Speed Dial** softkey.
- Pick up the handset, press the **Speed Dial** softkey, enter the speed dial code, and then press the **Speed Dial** softkey again.

Calling Internal Extensions from the Voice Enabled Directory

1. Dial your voice-enabled directory extension, usually 8090.
2. At the voice prompt, speak the name of the person you want to call.
   - If the system finds a single match, it plays the greeting for the person and automatically transfers you to that person's extension.
   - If there are multiple matches, the system plays the greeting for the first matching person. If the greeting matches the person you want to call, speak **Yes**, and you will be connected to the person's extension; if not, speak **No**, and the system presents the greeting of the next matching person.
   - If the system cannot find a match, try speaking the name again, or just the person's first or last name.

Ending Calls

There are several ways to end a call on your phone.

Perform one of the following options to end a call:

- Replace the handset in its cradle.
- Press the **EndCall** softkey.
- Press the lit **Headset** or **Speakerphone** button.

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Answering Calls

There are several different ways of answering calls on your phone.

If you want to silence the ringer when an incoming call arrives, press the left side of the volume button . The call will continue to ring until

Answering a Ringing Call

To answer a ringing call , do one of the following:

- Lift the handset.
- Press the flashing amber line button .
- Press the unlit **Headset** or **Speakerphone** button.
- Press **Select** in the Navigation pad .

Call Waiting

If a second call arrives while you are on another call, a second session label displays. To answer the second call and put the first call on hold, press the flashing amber line button .

Muting Calls

Mute applies to all modes: handset, headset, and hands-free.

You can mute your phone using the Mute button. This allows you to listen to all parties on a call but prevents them from hearing any noise coming from your line.

Press **Mute** to toggle Mute on and off. When Mute is on, the **Mute** button glows red.

Placing Calls on Hold

Note: When a call is on hold for an extended period of time, you will see and hear both visual and audible alerts.

When you place a video-enabled call on hold, your video transmission is blocked so the caller will not be able to see you until you resume the call.

1. Press the **Hold** button . The hold icon displays and the line button for the call pulses green.
2. To resume the highlighted call, press the pulsing green line button , the **Resume** softkey, or the **Select** button on the Navigation pad.

Forwarding Calls

You can also turn of/off call forwarding from the User Options web interface.

1. Press the **Forward All** softkey.
2. Enter the number you want your calls forwarded to (to forward to your voice mailbox, press the **Messages** button). Be sure to include a leading 9 for external numbers. The Forward All icon displays next to the line button.
3. To cancel call forwarding, press the **Forward Off** softkey.

Using Do Not Disturb

When Do Not Disturb (DND) is turned on, incoming calls—to all lines on the phone—will not ring and go immediately to voice mail.

Turning on Do Not Disturb (DND)

If available, press **DND** to toggle DND on or off. When on, DND mutes the ringer and may block visual notification for new calls.

Disabling Do Not Disturb

Press **DND** again.

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Conference

You can create a conference with multiple callers.

The conference call ends when all participants hang up.

Creating a Conference

1. While on an active call, press the **Conference** button or the **Conference** softkey.
2. Dial the number to the contact you want to add to the conference call.
3. Press the Conference button or the Conference softkey before or after the party answers. The conference begins and the phone displays “Conference” instead of caller ID.
4. Repeat Steps 1 through 3 to add more participants.

Conferencing in a Held Call

1. While on an active call, press the **Conference** button or the **Conference** softkey.
2. Press the pulsing green line button for the held call you want to add, or, if the held call is on another line, press the **Active Calls** softkey, select a call from the list, and press the **Conference** button or the **Conference** softkey.

Viewing and Removing Conference Participants

1. To view conference participants, press the **View Details** softkey.
2. To remove a conference participant, highlight a name then press the **Remove** softkey.

Transferring Calls

You can transfer incoming calls to other extensions at your dealership. You can perform a “blind” transfer—where you don’t announce the call—or a “warm” transfer, where you announce the call to the transfer recipient.

1. While on an active call, press the **Transfer** button.
2. Dial the extension to transfer the caller to.
3. Complete the transfer:
   - **Blind**: Once you hear the call ringing, press the **Transfer** button or the **Transfer** softkey.
   - **Warm**: After the other party picks up the call and you announce it, press the **Transfer** button or the **Transfer** softkey.

Diverting Calls to Voice Mail

You can redirect a ringing or active call to voice mail by using the Divert softkey. This feature is also available when your line is busy and you receive a second incoming call.

Press the **Divert** softkey to redirect a ringing or active call to voice mailbox. If a call is on hold, you must first resume it before you can divert it to your voice mailbox.

Call History

You can view the last 150 missed (), placed (), and received () calls.

Viewing the Call History

Press the **Applications** button and select **Call History**.

Dialing a Call from the Call History

To dial, scroll to a call and press **Select** in the Navigation pad or the **Call** softkey.

Dialing a Call from the Call History

To view details for a call, highlight the call and press **More > Details**.

Directories

With directories, you can search for and call a contact.

Searching and Calling a Contact in a Directory

1. Press the **Contacts** button and select a directory.
2. Enter search criteria and press **Search** softkey.
3. Select the listing and press the **Dial** softkey.

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Shared Lines

Some dealerships require employees to share lines with another coworker.

If you share a line with your co-workers:

- Either you or your co-worker can answer a ringing call on the shared line.
- When your co-worker has a call on the shared line, your shared line button is solid red and the call displays on your screen.
- When your co-worker puts a call on hold, the line button on your phone pulses red. Either you or your co-worker can resume the call.
- If your co-worker enables the Privacy feature, their calls do not display on your screen.

Accessing Voice Mail

The first time you access your voice mailbox, the system will prompt you to record a name greeting and change your password.

Voice Mail Extension:_____

Default Passcode:_____

Voice Mail Indicators

When you have a new voice mail message, the following indicators are active:

- Solid red light on your handset
- Stutter dial tone (if enabled)
- Voicemail icon displays next to the line label

Listening to Messages

To listen to a message, press the **Messages** button and follow the voice prompts.

Setting Ring Type

You can select different rings to match your preferences and distinguish between calls on lines.

Note: If you select Silent ring, press the **Line** or **Answer** softkey to answer incoming calls.

Setting Ring Type

1. Press the **Applications** button .
2. Use the Navigation pad to select **Preferences**, and then press the Select button.
3. Select **Ringtone**.
4. Select a line, and then press the **Edit** softkey.
5. Select a ringtone, and then press the **Play** softkey.
6. Press the **Set** softkey.

Using/Managing Your Camera

You can make video calls to others at your dealership that also have video-enabled phones.

Making Video Calls

You do not need to do anything different to answer or make a video call. If your phone is set to transmit video automatically (default setting)

Muting Your Video Transmission

If you want to block the other caller temporarily from seeing your video transmission, press the **Video Mute** button . Press the **Video Mute** button again to activate video transmission.

Changing Your Screen's Brightness

1. Press the **Applications** button .
2. Use the Navigation pad to select **Preferences**, and then press the **Select** button.
3. Select **Camera Settings**, then press the **Select** button.
4. Use the Navigation pad to adjust the brightness, and then press the **Save** softkey.

Turning On/Off Automatic Video Transmit

By default, your phone will automatically activate the video camera when you make a call to another video-enabled phone on your dealership's network, or when another video-enabled phone calls you. You can change this setting

1. Press the **Applications** button .
2. Use the Navigation pad to select **Preferences**, and then press the **Select** button.
3. Select **Camera Settings**, then press the **Select** button.
4. Select **Auto Transmit Video**, and then press the **Select** button.
5. Select **Yes** to enable automatic video transmission or **No** to disable it.
6. Press the **Apply** softkey to save the change.

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Video camera
Ringing call/
voice mail indicator
Line buttons
Speaker
Handset
End Call
Hide Call
Park
More
Softkeys
Navigation
pad
Settings
Directories
Messages
Volume
Select
button
Transfer
Conference
Headset
Speakerphone
Voice
Mute
Video mute
Dial pad
Redial
Hold

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